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	Application No.	Applicant(s)				
	10/535,003	PYUN ET AL.				
Office Action Summary	Examiner	Art Unit				
	Aaron J. Sanders	2168				
The MAILING DATE of this communication appears on the cover sheet with the correspondence address Period for Reply						
A SHORTENED STATUTORY PERIOD FOR REPL' WHICHEVER IS LONGER, FROM THE MAILING D/ Extensions of time may be available under the provisions of 37 CFR 1.1 after SIX (6) MONTHS from the mailing date of this communication. If NO period for reply is specified above, the maximum statutory period of Failure to reply within the set or extended period for reply will, by statute Any reply received by the Office later than three months after the mailing earned patent term adjustment. See 37 CFR 1.704(b).	ATE OF THIS COMMUNICATION 36(a). In no event, however, may a reply be tin will apply and will expire SIX (6) MONTHS from to cause the application to become ABANDONE	N. nely filed the mailing date of this communication. D (35 U.S.C. § 133).				
Status						
1) Responsive to communication(s) filed on 12 M	lay 2005.					
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closed in accordance with the practice under Ex parte Quayle, 1935 C.D. 11, 453 O.G. 213.						
Disposition of Claims	,					
4) Claim(s) <u>1-41</u> is/are pending in the application 4a) Of the above claim(s) is/are withdray 5) Claim(s) is/are allowed. 6) Claim(s) <u>1-41</u> is/are rejected. 7) Claim(s) is/are objected to. 8) Claim(s) are subject to restriction and/o	wn from consideration.					
Application Papers						
9)⊠ The specification is objected to by the Examine 10)⊠ The drawing(s) filed on 12 May 2005 is/are: a) Applicant may not request that any objection to the Replacement drawing sheet(s) including the correct 11)□ The oath or declaration is objected to by the Examine 11.	☑ accepted or b)☐ objected to drawing(s) be held in abeyance. Se tion is required if the drawing(s) is ob	e 37 CFR 1.85(a). jected to. See 37 CFR 1.121(d).				
Priority under 35 U.S.C. § 119						
 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f). a) All b) Some * c) None of: Certified copies of the priority documents have been received. Certified copies of the priority documents have been received in Application No Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)). * See the attached detailed Office action for a list of the certified copies not received. 						
Attachment(s) 1) Notice of References Cited (PTO-892)	4) 🔲 Interview Summary	y (PT∩-413)				
 Notice of References Cited (PTO-892) Notice of Draftsperson's Patent Drawing Review (PTO-948) Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date 12 May 2005. 	Paper No(s)/Mail D 5) Notice of Informal F 6) Other:	ate				

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DETAILED ACTION

Priority

This application is a 371 of PCT/KR03/02323 filed 31 October 2003 and claims priority of the REPUBLIC OF KOREA patent application 10-2002-0070187 filed 12 November 2002.

Specification

The abstract of the disclosure does not commence on a separate sheet in accordance with 37 CFR 1.52(b)(4). A new abstract of the disclosure is required and must be presented on a separate sheet, apart from any other text.

A substitute specification in proper idiomatic English and in compliance with 37 CFR 1.52(a) and (b) is required. The substitute specification filed must be accompanied by a statement that it contains no new matter.

The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed. The following title is suggested: Removing Unnecessary Data from Internet Search Results and Storing the Remaining Data.

The use of at least the trademarks HANGUL and MS WORD has been noted in this application. They should be capitalized wherever they appear and be accompanied by the generic terminology. Although the use of trademarks is permissible in patent applications, the proprietary nature of the marks should be respected and every effort made to prevent their use in any manner that might adversely affect their validity as trademarks.

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Claim Objections

At least claims 1, 15-19, 33, 37 appear to contain significant grammatical errors. For example, in claim 1, the phrase "inputting search condition" should be "inputting <u>a</u> search condition". Applicant is advised to correct these errors in response to this Office action.

As per claim 1, it is unclear which steps are encompassed in the "batch processing search step". If it includes both "reception subroutine[s]", then the indentation should be consistent with the "transmission subroutine". If it does not include both "reception subroutine[s]", then the first "and" should be deleted and there should be semicolons after each limitation.

As per claim 18, "presset" is spelled incorrectly. It should be "preset".

As per claim 33, there should be an "and" after the second to last limitation.

Claim Rejections - 35 USC § 112 Second Paragraph

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

Claims 1, 33-36, 39, and 40 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per claim 1, the limitation "a batch processing search step performing search in a batch processing" is unclear. It is not clear to what "in a batch processing" refers.

As per claim 33, it is not clear what is doing the transmitting in the second "transmitting" step. Further, it is not clear to what the "local storage medium" belongs.

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As per claims 34, 39, and 40, the limitation "the program (data processing engine software)" is unclear. It is likely that "(data processing engine software)" defines "program", but this should be more explicitly defined.

As per claim 35, the term "unnecessary" is a relative term which renders the claim indefinite. The term "unnecessary" is not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention.

As per claim 36, the limitation "image data link conversions" lacks sufficient antecedent basis in the claims.

As per claim 39, the limitation "the additional data" lacks sufficient antecedent basis in the claims.

Claim Rejections - 35 USC § 101

35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 1-41 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Claims 1-32 are directed to a data search method. Claims 33-41 are directed to a method for storing Internet search results. The claimed subject matter lacks a practical application of a judicial exception (law of nature, abstract idea, naturally occurring article/phenomena) since it fails to produce a useful, concrete, and tangible result.

As per claims 1-32, the claimed subject matter does not produce a tangible result because the claimed subject matter fails to produce a result that is limited to having real world value rather than a result that may be interpreted to be abstract in nature as, for example, a thought, a computation, or manipulation of data. More specifically, the claimed subject matter provides for receiving data associated with search results. This produced result remains in the abstract and, thus, fails to achieve the required status of having real world value.

As per claims 33-41, the claimed subject matter does not produce a useful result because the claimed subject matter fails to sufficiently reflect at least one practical utility set forth in the descriptive portion of the specification. More specifically, while the described practical utility (utilities) is (are) directed to a method for storing Internet search results, the claimed subject matter relates ONLY to "scrapping using the Internet".

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1-16, 18-24, 26-33, 35, and 37-41 are rejected under 35 U.S.C. 102(e) as being anticipated by Smith et al., U.S. Pat. 6,970,602.

As per claims 1-16, 18-24, 26-33, 35, and 37-41, Smith et al. teach:

1. A data search method comprising:

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a search condition input step inputting search condition through a user terminal connected to an electric communication network (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)"); and

a batch processing search step performing search in a batch processing (See e.g. Fig. 1 and col. 3, lines 40-58, "As depicted, one or more clients (100), proxies (104) and servers (111) are interconnected by a network (103)"),

wherein the batch processing step includes: a transmission subroutine for transmitting the search condition to one or more database servers having search engines through the electric communication network (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)"),

a first reception subroutine for receiving one or more search results searched by the search engines of the database servers according to the search condition through the electric communication network (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100)"), and

a second reception subroutine for receiving data associated with the search results through the electric communication network (See e.g. Fig. 1 and col. 4, lines 46-67, "Once the transcoding is performed, the content is returned in the response stream to the client (100) through the network").

2. The method of claim 1, wherein the search condition input step further includes a server selection step for selecting the database server (See e.g. Fig. 12 and col. 14, lines 30-51,

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"In many cases, the users that patronize the digital video library conduct searches of the digital video library using a video search and retrieval engine (1204)").

- 3. The method of claim 2, wherein, in the server selection step, a domain address of the database server is directly inputted (See e.g. Fig. 12 and col. 14, lines 30-51, "In many cases, the users that patronize the digital video library conduct searches of the digital video library using a video search and retrieval engine (1204)").
- 4. The method of claim 3, wherein, in the server selection step, one or more database servers from a server list are selected (See e.g. Fig. 1 and col. 3, lines 40-58, "As depicted, one or more clients (100), proxies (104) and servers (111) are interconnected by a network (103)").
- 5. The method of claim 3, wherein the server selection step further includes the step for adding the database servers to the server list (See e.g. Fig. 1 and col. 3, lines 40-58, "As depicted, one or more clients (100), proxies (104) and servers (111) are interconnected by a network (103)").
- 6. The method of claim 1, wherein, in the search condition input step, the search condition is inputted corresponding to the input condition required for the search engine of the database server (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104). The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100), such as the network, display, processing and storage constraints").

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7. The method of claim 1, wherein the search condition is keywords (See e.g. col. 2, lines 35-47, "For example, the transcoding system could... selectively and lossily compress objects within a multimedia document based on... search terms").

- 8. The method of claim 1, wherein the search condition includes time attributes (See e.g. col. 1, lines 35-49, "The latter approach can be extended to allow content servers to automatically generate the appropriate version of the content at the time of request").
 - 9. The method of claim 1, wherein the search condition includes:

a transmission search condition that is transmitted to the search engine of the database server (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)"); and

a required-data condition given to the data received at the second reception subroutine (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100), such as the network, display, processing and storage constraints").

- 10. The method of claim 9, wherein the required-data condition includes file type and a creation date of the data (See e.g. col. 7, lines 33-42, "FIG. 7 shows the results of an image analysis system that classifies the image content in multimedia documents on the Web image type (701) and purpose (702) classes").
- 11. The method of claim 1, wherein the transmission subroutine further includes a conversion subroutine for converting the inputted search condition so as to have a type required for the search engine of the database server (See e.g. Fig. 1, "Content Application Manager 105").

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- 12. The method of claim 1, wherein the batch processing search step further includes a comparison/decision subroutine for determining whether or not the data received at the second reception subroutine satisfy the search condition inputted at the search condition input step (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100)").
- 13. The method of claim 1, wherein the batch processing search step further includes a data storage subroutine for storing the data received at the second reception subroutine in the user terminal (See e.g. Fig. 2, "Transcoded Content 209").
- 14. The method of claim 13, wherein, in the data storage subroutine, the data received at the second reception subroutine, is stored after being processed (See e.g. Fig. 2, "Transcoded Content 209").
- 15. The method of claim 13, wherein, in the data storage subroutine, the data received at the second reception subroutine, is stored after being removed an advertisement part from the received data (See e.g. Fig. 1 and col. 4, lines 46-67, "remove advertisement images from multimedia documents using the results of image purpose detection").
- 16. The method of claim 13, wherein, in the data storage subroutine, the data received at the second reception subroutine, is stored after being editing online elements from the received data so as to be used in off-line (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100), such as the network, display, processing and storage constraints").

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18. The method of claim 13, wherein, in the data storage subroutine, the data received at the second reception subroutine is stored after being added a presset value (See e.g. Fig. 2 and col. 5, lines 16-26, "The transcoded multimedia objects are then synthesized together in step (204) to generate the transcoded multimedia content").

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- 19. The method of claim 18, wherein, in the data storage subroutine, the data received at the second reception subroutine, is stored after being added database server information associated with the database server transmitted the data and copyright information of the data (See e.g. Fig. 2, "Multimedia Content 200" and "Transcoded Content 209").
- 20. The method of claim 1, further comprising a processing step for processing the data stored in the user terminal after the batch processing search step (See e.g. Fig. 1 and col. 4, lines 46-67, "Once the transcoding is performed, the content is returned in the response stream to the client (100) through the network" where, see col. 1; lines 35-49, "The server can manipulate, or transcode, the existing full-resolution content, on-the-fly, to adapt it to constraints in delivery and constraints in display, processing, and storage at the client devices").
- 21. The method of claim 20, wherein the data is converted to an identical form at the processing step (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100), such as the network, display, processing and storage constraints").
- 22. The method of claim 20, wherein the received data is combined as one file in the processing step (See e.g. Fig. 12, "Client Devices" 1202).
- 23. The method of claim 1, wherein the batch processing step is periodically repeated at preset time intervals (See e.g. col. 14, lines 30-51, "In many cases, the users that patronize the

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digital video library conduct searches of the digital video library using a video search and retrieval engine (1204)").

- 24. The method of claim 1, wherein the batch processing step is repeated in real time (See e.g. col. 14, lines 30-51, "In many cases, the users that patronize the digital video library conduct searches of the digital video library using a video search and retrieval engine (1204)").
- 26. The method of claim 1, wherein the database server is an intellectual property database server (See e.g. col. 1, lines 19-34, "A growing diversity of client devices are gaining access to networked servers that distribute rich multimedia content").
- 27. The method of claim 1, wherein the database server is an Internet shopping mall database server (See e.g. col. 1, lines 19-34, "A growing diversity of client devices are gaining access to networked servers that distribute rich multimedia content").
- 28. The method of claim 1, wherein the database server is an article database server (See e.g. col. 1, lines 19-34, "A growing diversity of client devices are gaining access to networked servers that distribute rich multimedia content").
- 29. The method of claim 1, further comprising a web page display step for displaying a web page corresponding to the selected domain address (See e.g. Fig. 12, "Client Devices" 1202).
- 30. A computer program being executable in accordance with the methods of claim 1 (See e.g. col. 1, lines 10-15, "a method and apparatus for transcoding multimedia content").
- 31. A storage medium for storing the computer program of claim 30 (See e.g. col. 1, lines 10-15, "a method and apparatus for transcoding multimedia content").

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32. A method for transmitting and receiving the computer program of claim 30 through an electric communication network (See e.g. col. 1, lines 10-15, "a method and apparatus for transcoding multimedia content").

33. A method for scrapping using the Internet comprising:

searching target information by inputting keywords using a search function of a search site through a user computer with online connection (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)");

accessing a web server of the search site through an HTTP protocol automatically set at the user computer (See e.g. Fig. 1 and col. 3, lines 40-58, "As depicted, one or more clients (100), proxies (104) and servers (111) are interconnected by a network (103). Examples of networks are... the World-Wide Web (WWW)");

transmitting a query for searching at the web server of the connected search site (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)");

transmitting one or more search results retrieved at one or more database servers as results of the query which is received by the web server (See e.g. Fig. 1 and col. 3, lines 40-58, "The objective of the proxy is to obtain the content and deliver it back to the user-application in a form that is suitable for the constraints of the client device (100)");

downloading the searched data through the HTTP protocol (See e.g. Fig. 1 and col. 3, lines 40-58, "The user-application can make use of a local cache (102) to store and serve previously retrieved content");

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removing unnecessary data among the downloaded data (See e.g. Fig. 1 and col. 4, lines 26-45, "The content selection subsystem (108) selects the versions and components of the content to be transcoded (108)... For example, the content selection process may select only the images that have been determined to be presentation content and not advertisements");

storing the data remained after the unnecessary data are removed (See e.g. Fig. 1 and col. 4, lines 46-67, "The client can optionally cache the returned content in the local cache (102). In addition, the transcoding entity (the proxy of FIG. 1) may optionally store the transcoded version in anticipation of another client request from a client having the same capabilities as the requesting client");

editing, processing, and managing the data stored in a local storage medium using a program included in the user computer (See e.g. Fig. 1 and col. 4, lines 46-67, "Once the transcoding is performed, the content is returned in the response stream to the client (100) through the network" where, see col. 1, lines 35-49, "The server can manipulate, or transcode, the existing full-resolution content, on-the-fly, to adapt it to constraints in delivery and constraints in display, processing, and storage at the client devices").

- 35. The method of claim 33, wherein the unnecessary data is various advertisements data and unnecessary links (See e.g. Fig. 1 and col. 4, lines 46-67, "remove advertisement images from multimedia documents using the results of image purpose detection").
- 37. The method of claim 33, wherein the searched data is any one of online newspaper, magazine, and web document (See e.g. Fig. 1 and col. 3, lines 40-58, "As depicted, one or more clients (100), proxies (104) and servers (111) are interconnected by a network (103). Examples

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of networks are... the World-Wide Web (WWW)... The user-application makes a request for content by communicating the request through a network (103) to a proxy (104)").

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- 38. The method of claim 33, further comprising the step of minimizing storing time and space by removing the unnecessary tag parts and storing necessary parts from the downloaded data (See e.g. col. 2, lines 35-47, "On the basis of the content analysis, the transcoding system could then select different transcoding operations for different classes of content. For example, the transcoding system could... selectively and lossily compress objects within a multimedia document based on their relevance to a semantic topic or to search terms in order to conserve bandwidth").
- 39. The method of claim 33, wherein the program (data processing engine software) included in the user computer automatically converts the contents of the downloaded and stored HTML document for using the additional data such as images at the local storage medium (See e.g. Fig. 1 and col. 4, lines 46-67, "The client can optionally cache the returned content in the local cache (102)").
- 40. The method of claim 33, wherein the program (data processing engine software) included in the user computer converts the files downloaded and stored in the local storage medium into one or more files and then stores the same (See e.g. Fig. 2, "Transcoded Content 209").
- 41. The method of claim 33, wherein the local storage medium is any one of a floppy disc, a hard disc, a compact disc, and a flash memory (See e.g. Fig. 2, "Transcoded Content 209").

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Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 17, 34, and 36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Smith et al. as applied to claims 1-16, 18-24, 26-33, 35, and 37-41 above, in view of Bratsos et al., U.S. Pat. 6,766,315.

17. The method of claim 13, wherein, in the data storage subroutine, the received data, is compared with the previously stored data and is stored when the received data differs from the previously store data (Smith et al. do not teach comparing received data with previously stored data. However, Bratsos et al. do, see col. 2, lines 30-40, "Preferably, search results from both hidden and visible web searches are cached on the user's computer for comparison to newly found search results". Thus, it would have been obvious to one of ordinary skill in the database searching art at the time of the invention to combine the teachings of the cited references because Bratsos' et al. teachings would have allowed Smith's et al. method to gain "the means to update a search of both the visible and hidden webs as they grow, without requiring the user to repeat already executed search steps. Moreover, the user would be well-served by a mechanism for differentiating between newly found data and data previously discovered and analyzed by the user", see col. 1, lines 45-67).

34. The method of claim 33, wherein the program (data processing engine software) of the user computer automatically and periodically updates the data associated with a search word

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designated by the user (Smith et al. do not teach automatically and periodically updating the search. However, Bratsos et al. do, see e.g. Fig. 2. Thus, it would have been obvious to one of ordinary skill in the database searching art at the time of the invention to combine the teachings of the cited references because Bratsos' et al. teachings would have allowed Smith's et al. method to gain "the means to update a search of both the visible and hidden webs as they grow, without requiring the user to repeat already executed search steps. Moreover, the user would be well-served by a mechanism for differentiating between newly found data and data previously discovered and analyzed by the user", see col. 1, lines 45-67).

36. The method of claim 33, wherein image data link conversions are performed in such a way that in case of images associated with the contents the online links are converted into off-line links (Smith et al. do not teach converting online links to off-line links. However, Bratsos et al. do, see e.g. Fig. 4 and col. 4, lines 12-24, "When a site is scheduled to be monitored and an initial query has been executed, providing results such as those illustrated in FIG. 4, client 12 caches HTML (and related graphics) for the initial results page". Thus, it would have been obvious to one of ordinary skill in the database searching art at the time of the invention to combine the teachings of the cited references because Bratsos' et al. teachings would have allowed Smith's et al. method to gain "the means to update a search of both the visible and hidden webs as they grow, without requiring the user to repeat already executed search steps.

Moreover, the user would be well-served by a mechanism for differentiating between newly found data and data previously discovered and analyzed by the user", see col. 1, lines 45-67).

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Claim 25 is rejected under 35 U.S.C. 103(a) as being unpatentable over Smith et al. as applied to claims 1-16, 18-24, 26-33, 35, and 37-41 above, in view of Hershenson et al., U.S. P.A. Pub. 2003/0191796.

25. The method of claim 1, wherein the search condition includes log-in information for accessing the database server requiring a log-in process (Smith et al. do not teach a login process. However, Hershenson et al. do, see Fig. 6, "Automatically log in user to portal 645". Thus, it would have been obvious to one of ordinary skill in the database searching art at the time of the invention to combine the teachings of the cited references because Bratsos' et al. teachings would have allowed Smith's et al. method to gain greater access to "a user database for storing various types of user configuration and account data", see [0023]).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure: Brown et al., U.S. P.A. Pub. 2006/0089969.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Aaron J. Sanders whose telephone number is 571-270-1016. The examiner can normally be reached on M-Th 8:00a-5:00p.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Vo Tim can be reached on 571-272-3642. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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